

Action Plan from 2013 Patient Survey agreed at meeting on 19/3/2013

1. Q6 (experience of getting an appointment) and Q12 (getting through on the telephone):

Explore these issues in more detail by compiling and distributing a 'mini' survey.

PPG group will compile a mini survey to explore these questions more thoroughly.

2. Q7 (booking 2 weeks in advance):

Find out if there is any information (eg a poster) in the waiting rooms

Find out if it would be possible to use the electronic display to show this information.

Discuss with practice the possibility of getting an electronic display for Avery Hill.

The appointments procedure is on the practice leaflet in both receptions. It is also on the electronic display at Welling that you can book up to 2 weeks in advance. The doctors will look into the possibility of an electronic display for the Avery Hill surgery, and a poster for the notice boards in both surgeries.

3. Q8 (attending the other surgery)

Ask Reception staff to remind patients this is a possibility.

This has been tried before but did not prove very successful. The doctors will look into revisiting this idea.

4. Q13 (how to complain)

To investigate whether there is information available to patients such as PALs leaflet or poster. If not, to provide it in the waiting rooms.

There is a poster in reception at Welling and it is also on the practice leaflet at both surgeries. It is also on the electronic display at Welling. Avery Hill have PALS leaflets in reception and we will ensure that these are replenished at Welling.

5. Q15 (alternatives to A&E)

To inform patients about the 'Choose Well Campaign' and look at possibility of running a promotion.

There are posters on the notice boards in both receptions about choosing where to go. The patient group will speak to Phillipa about the latest campaign.

6. Q16/17 (knowledge of PPG and suggestion box):

To discuss the position of the notice boards – could this be improved? Also to discuss possible use of electronic display to let people know PPG exists.

To produce a mini-newsletter/factsheet produced by PPG for patients to give them information about PPG and about feedback from the survey. (Draft for meeting on 19th March).

To encourage possible new members to join a virtual group where they can access the minutes and provide comments.

The group are deciding whether they want the notice board moved at the Welling surgery as they feel it is not in a prominent position. The notice board at Avery Hill is fine.

The group have produced a newsletter making patients more aware of the appointment system which has gone to the doctors for approval. If this is approved they would like it copied on to coloured paper and distributed in the reception area. The request for information about the group to be put on the electronic display at Welling has been given to the doctors for approval.

New requests to join the group will be accepted but will have to form a virtual group as there is not enough space at meetings for any more to attend. The current group will look at the list of members to ensure that everyone on the list attends regularly.